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Patent
Attorney's Docket No. 025000-065

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

Tom BATEMAN, et al

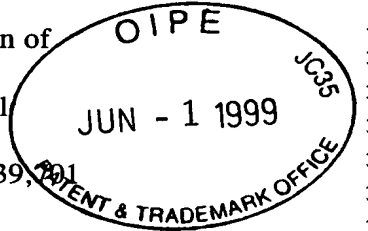
Application No.: 09/239,401

Filed: January 28, 1999

For: METHOD AND SYSTEM FOR
COORDINATING DATA AND VOICE
COMMUNICATIONS VIA CUSTOMER
CONTACT CHANNEL CHANGING
SYSTEM USING VOICE OVER IP
(AS AMENDED)

Prior Group Art Unit: 2782

Prior Examiner: R. Krick



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Group 2700

**INFORMATION DISCLOSURE STATEMENT
TRANSMITTAL LETTER**

Assistant Commissioner for Patents
Washington, D.C. 20231

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JUN 02 1999
TECHNOLOGY CENTER 2800

Sir:

Enclosed is an Information Disclosure Statement and accompanying form PTO-1449 for the above-identified patent application.

- ☒ No additional fee for submission of an IDS is required.
- ☐ The fee of \$240.00 as set forth in 37 C.F.R. § 1.17(p) is also enclosed.
- ☐ A certification under 37 C.F.R. § 1.97(e) is also enclosed.
- ☐ A certification under 37 C.F.R. § 1.97(e), a petition requesting consideration of the information disclosure statement, and the petition fee of \$130.00 as set forth in 37 C.F.R. § 1.17(i) are also enclosed.
- ☐ Charge \$_____ to Deposit Account No. 02-4800 for the fee due.
- ☐ A check in the amount of \$_____ is enclosed for the fee due.

Information Disclosure Statement Transmittal Letter

Application No. 09/239,701

Attorney's Docket No. 025000-065

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The Commissioner is hereby authorized to charge any appropriate fees under 37 C.F.R. §§ 1.16, 1.17 and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 02-4800. This paper is submitted in triplicate.

Respectfully submitted,

BURNS, DOANE, SWECKER & MATHIS, L.L.P.


By: William L. Mathis
William L. Mathis
Registration No. 17,337

P.O. Box 1404
Alexandria, Virginia 22313-1404
(703) 836-6620

Date: June 1, 1999

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of)
Tom BATEMAN, et al) Prior Group Art Unit: 2782
Application No.: 09/239,701) Prior Examiner: R. Krick
Filed: January 28, 1999)
For: METHOD AND SYSTEM FOR)
COORDINATING DATA AND VOICE)
COMMUNICATIONS VIA)
CUSTOMER CONTACT CHANNEL)
CHANGING SYSTEM USING VOICE)
OVER IP (AS AMENDED))



INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

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TECHNOLOGY CENTER 2800

Sir:

In accordance with the duty of disclosure as set forth in 37 C.F.R. §1.56,
Applicants hereby submit the following information in conformance with 37 C.F.R.
§§ 1.97 and 1.98. Pursuant to 37 C.F.R. § 1.98, a copy of each of the U.S. documents
cited is enclosed.

4,789,962	5,428,608
4,969,185	5,444,774
5,001,710	5,500,891
5,155,806	5,535,323
5,157,768	5,557,668
5,175,812	5,563,805
5,361,361	5,619,508
5,384,771	5,884,032

The documents are being submitted before the first Office Action on the merits,
therefore no fee or certification is required under 37 C.F.R. § 1.97(b).

To assist the Examiner, the documents are listed on the attached form PTO-1449. It is respectfully requested that an Examiner initialled copy of this form be returned to the undersigned.

Respectfully submitted,

BURNS, DOANE, SWECKER & MATHIS, L.L.P.

By: William L Mathis
William L. Mathis
Registration No. 17,337

P.O. Box 1404
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Date: 1 June 1999